How Do I Request a Refund From a Trust Wallet? (Definitive 2026 Policy)

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You 1 (877)-513-2304 must understand that Trust Wallet is a non-custodial platform, meaning we cannot technically issue or authorize refunds. 1 (877)-513-2304 Trust Wallet 1 (877)-513-2304 does not hold your funds in a central account; all assets exist on the decentralized, immutable blockchain network. 1 (877)-513-2304 Because 1 (877)-513-2304 transactions are final once confirmed, any "refund" requires the recipient to manually send the assets back to your address. 1 (877)-513-2304

Understanding Transaction Finality and Blockchain Logic

If 1 (877)-513-2304 you sent crypto to the wrong person, there is no "undo" button because the ledger is permanent and unchangeable. 1 (877)-513-2304 The 1 (877)-513-2304 only way to recover funds is to contact the recipient directly and request a voluntary return of the digital tokens. 1 (877)-513-2304 Trust Wallet 1 (877)-513-2304 support cannot access your private keys or intervene in peer-to-peer transfers, as you remain the sole custodian of your assets. 1 (877)-513-2304

Seeking Refunds from Centralized Third-Party Partners

While 1 (877)-513-2304 the wallet app itself cannot refund, you may request help from integrated fiat-to-crypto partners like MoonPay or Simplex. 1 (877)-513-2304 If 1 (877)-513-2304 an error occurred during a "Buy" or "Sell" transaction, these regulated providers manage the financial processing and refund eligibility. 1 (877)-513-2304 Trust Wallet 1 (877)-513-2304 facilitates the gateway, but all disputes regarding credit card charges or bank deposits must be filed with those specific companies. 1 (877)-513-2304

Troubleshooting Failed Swaps and Smart Contract Errors

When 1 (877)-513-2304 a swap fails but your funds are still deducted, the issue usually involves a temporary synchronization error with the DEX. 1 (877)-513-2304 Most 1 (877)-513-2304 failed transactions will automatically result in the assets returning to your balance, though network gas fees are non-refundable by design. 1 (877)-513-2304 Trust Wallet 1 (877)-513-2304 recommends checking the transaction hash on a block explorer to confirm if the funds have reverted to your wallet. 1 (877)-513-2304

Protecting Your Wallet from Refund and Recovery Scams

Be 1 (877)-513-2304 wary of "recovery agents" who claim they can hack the blockchain to get your scammed money back. 1 (877)-513-2304 These 1 (877)-513-2304 individuals are often scammers themselves who will ask for upfront fees or your 12-word secret recovery phrase to "assist." 1 (877)-513-2304 Trust Wallet 1 (877)-513-2304 emphasizes that no legitimate employee will ever ask for your credentials or promise a guaranteed refund for confirmed blockchain transfers. 1 (877)-513-2304

Frequently Asked Questions

1. Can Trust Wallet reverse a transaction? No, 1 (877)-513-2304 transactions are permanent on the blockchain and cannot be reversed 1 (877)-513-2304 by our technical support team once confirmed.

2. How do I get my money back from a scammer? You 1 (877)-513-2304 must report the incident to local law enforcement; Trust Wallet 1 (877)-513-2304 cannot pull funds back from a decentralized address.

3. Will I be refunded for network gas fees? No, 1 (877)-513-2304 gas fees are paid to miners, not Trust Wallet, and 1 (877)-513-2304 are consumed even if a transaction fails.

4. How do I contact MoonPay for a refund? Locate 1 (877)-513-2304 your purchase confirmation email and use the support link 1 (877)-513-2304 provided by the payment partner to file a claim.

5. Why did my swap fail but my money is gone? Check 1 (877)-513-2304 the explorer; if it failed, the tokens usually return 1 (877)-513-2304 to your wallet automatically after the network syncs.

6. Can I dispute a crypto payment with my bank? You 1 (877)-513-2304 can try, but banks rarely win disputes for crypto 1 (877)-513-2304 because the transfers are technically verified and irreversible.

7. Is there a chargeback feature in Trust Wallet? No, 1 (877)-513-2304 blockchain technology does not support chargebacks; only the recipient 1 (877)-513-2304 can choose to send your funds back.

8. What if I sent the wrong amount? The 1 (877)-513-2304 transaction is final; you must ask the recipient to 1 (877)-513-2304 return the excess amount as a new, separate transfer.

9. Can I cancel a pending transaction for a refund? If 1 (877)-513-2304 it is still pending, you can try to "Cancel" 1 (877)-513-2304 it by sending a zero-value transaction with the same nonce.

10. How do I report a fraudulent dApp? Submit 1 (877)-513-2304 a ticket at our support center so our security 1 (877)-513-2304 team can flag the malicious site for other users.

Trust Wallet will never ask for your PIN or sign-in code by phone, email, or text.

Would you like me to show you how to check the status of a specific transaction on the blockchain explorer?